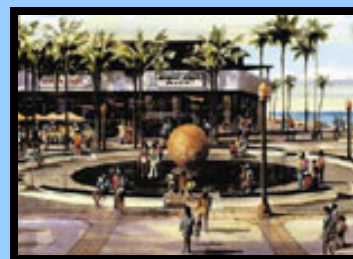
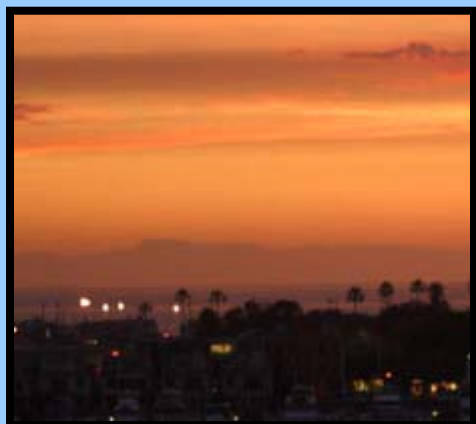


2010 DirectionFinder® Survey

FINAL REPORT



Submitted to

The City of



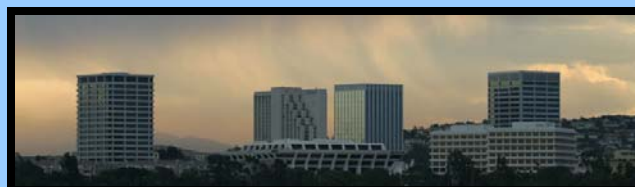
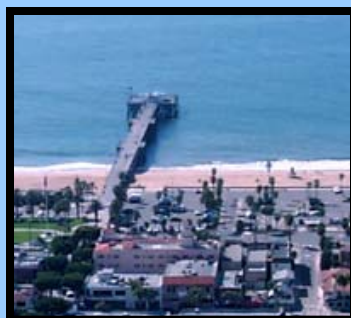
Newport Beach, California



By

ETC *Institute*

725 W. Frontier
Olathe, KS 66061
(913) 829- 1215



October 2010

2010 City of Newport Beach Community Survey

Executive Summary Report

Overview and Methodology

During August of 2010, ETC Institute administered a community survey for the City of Newport Beach, California. The purpose of the survey was to assess citizen satisfaction with the delivery of major City services to ensure that the City's priorities are aligned with the needs of the residents. All of this information will be used for future planning purposes. This was the second time ETC Institute has administered a community survey for Newport Beach; the first survey was administered in 2007.

The seven-page survey was mailed to a random sample of 3,500 households in the City of Newport Beach. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. A total of 727 households completed the survey. The results for the random sample of 727 households have a 95% level of confidence with a precision of at least +/- 3.6%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

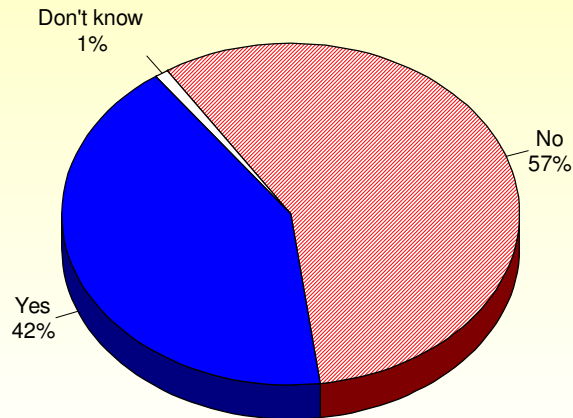
This summary report contains:

- a summary of the methodology for administering the survey and all other major findings
- charts showing the overall results for each question on the survey
- analysis of trends from 2007 to 2010
- importance-satisfaction analysis
- benchmarking data that shows how the results from Newport Beach compare to other communities across the United States and to communities in California
- GIS maps that show the results of selected questions on the survey
- tabular data for all questions on the survey
- a copy of the survey instrument.

- **City Customer Service.** The highest levels of satisfaction with services related to City customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how easy City employees were to contact (84%) and the way residents were treated (83%).
- **Water Taxi and Bus Services.** Residents were asked several questions related to the potential use of water taxi and water bus services. The results from these questions are provided below:
 - Residents were generally split about whether or not they would utilize a water taxi or water bus services if they were available: forty-two percent (42%) of residents indicated they would use a water taxi instead of their car if it were available, 57% would not and 1% did not know. Forty-five percent (45%) of residents would use a water bus instead of their car if it existed and 55% would not.
 - Of those residents who indicated they would use water taxi/bus services, residents were generally more willing to spend more for a one-way ticket on a water taxi versus a water bus: sixty-four percent (64%) of residents were willing to spend \$5 or more on a one-way ticket for a water taxi compared to 36% of residents who were willing to spend \$5 or more on a one-way ticket on a water bus.
 - Of those residents who indicated they would use water taxi and bus services, most indicated they would use it occasionally. Seventy percent (70%) of residents indicated they would use a water taxi “a few times a month” or a “few times a year” and 77% of residents would use a water bus a “few times a month” or “a few times a year.”

Q22. If a water taxi existed that you could call to your private dock to take just you and your family/friends by water directly to another private or public dock somewhere else in the harbor would you take a water taxi instead of a car?

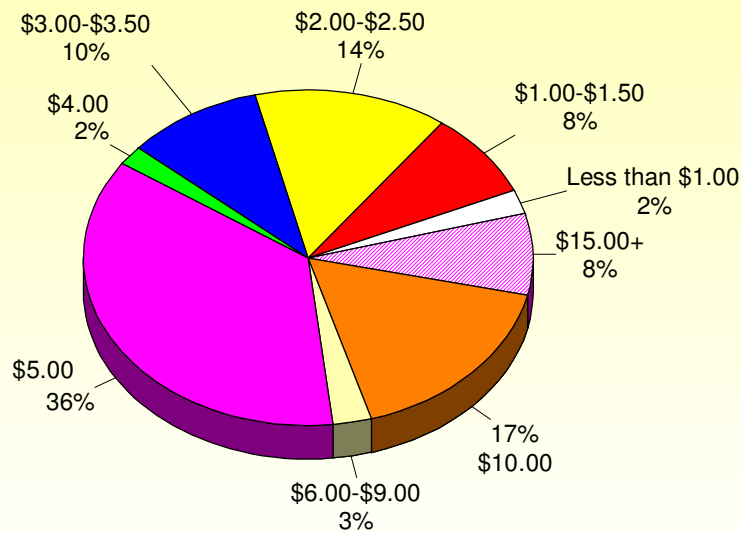
by percentage of respondents



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q22a. How much would you be willing to pay for a one-way trip on a water taxi?

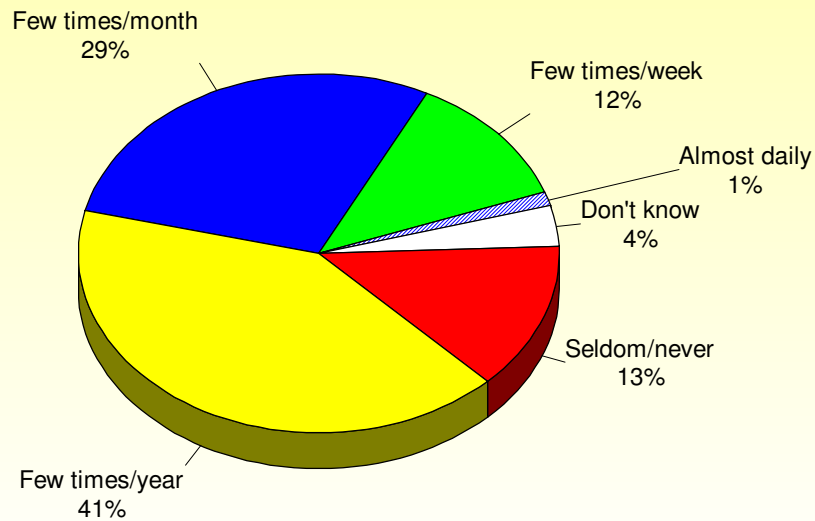
by percentage of respondents who indicated they would take a water taxi instead of a car



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q22b. How often would you use the water taxi?

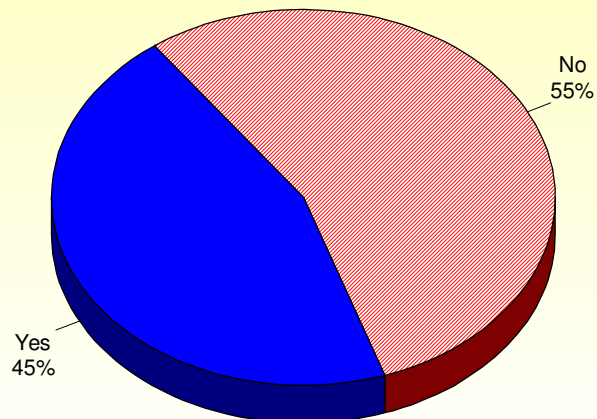
by percentage of respondents who indicated they would take a water taxi instead of a car



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q23. If there was a water bus route for the general public that made a regular circuit of the entire harbor with stops at public and private docks, would you use the water bus to get around instead of driving your car?

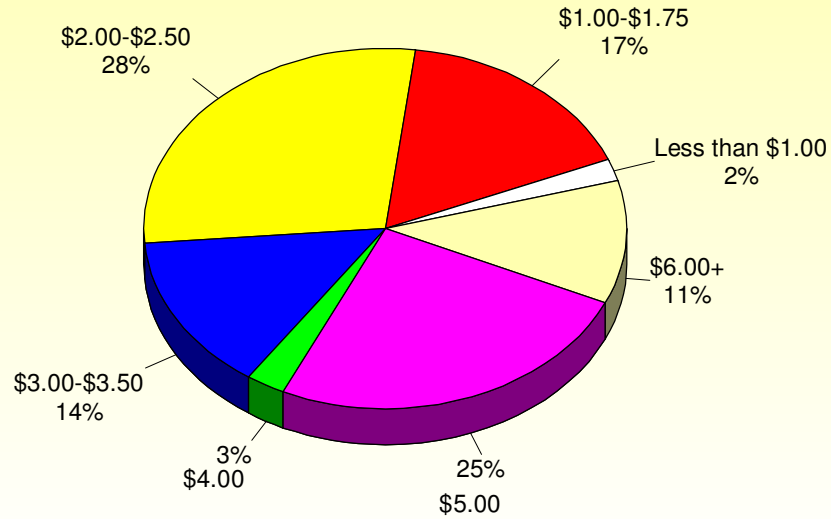
by percentage of respondents



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q23a. How much would you be willing to pay for a one-way trip on a water bus?

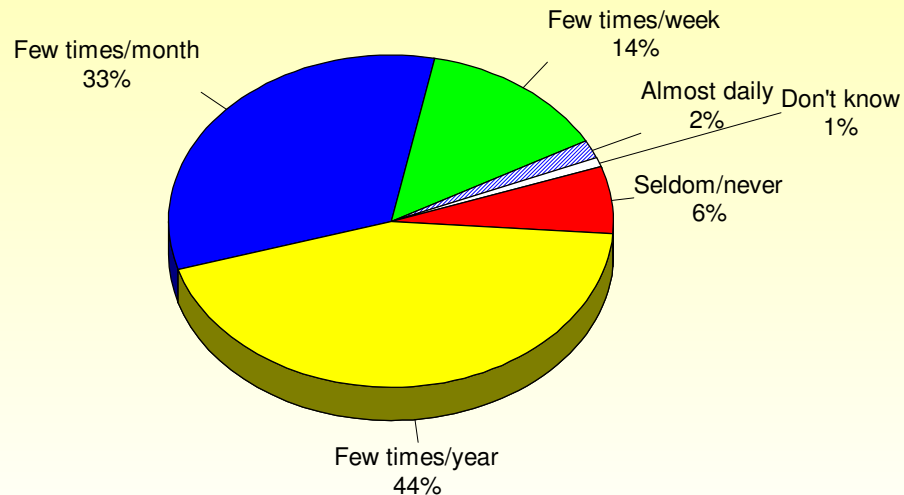
by percentage of respondents who indicated they would take a water bus instead of a car



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q23b. How often would you use the water bus?

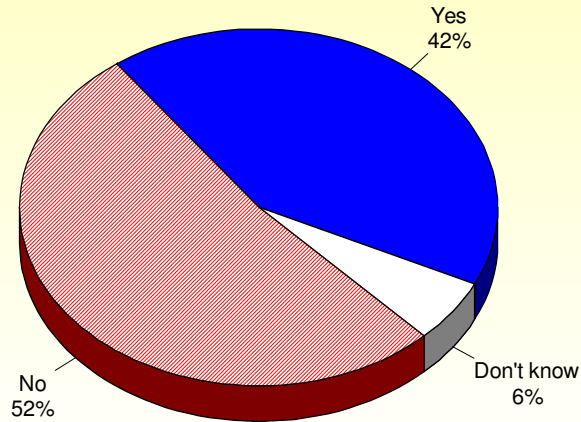
by percentage of respondents who indicated they would take a water bus instead of a car



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q24. The speed limit in the harbor is 5 mph, so it would take 30 minutes to travel by water taxi or water bus from the Cannery Restaurant to Harborside Pavilion/Fun Zone. Knowing this, would you use a water taxi or water bus to make this trip?

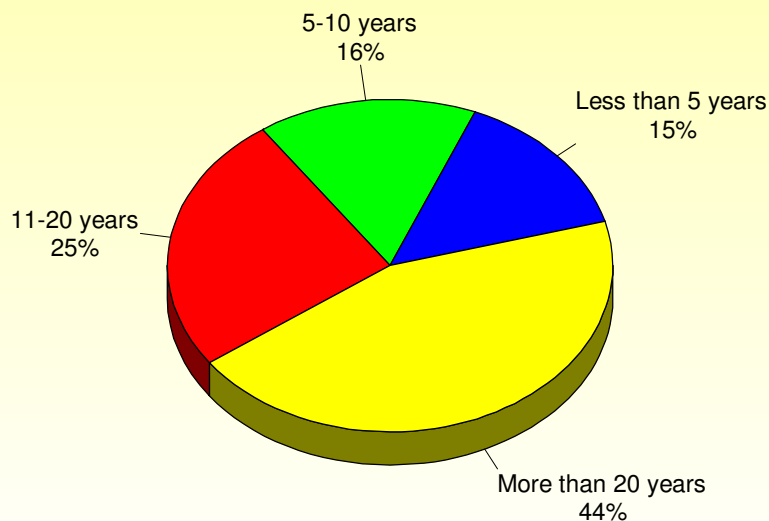
by percentage of respondents



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q25. Demographics: Years Lived in Newport Beach

by percentage of respondents



Source: ETC Institute (2010 - Newport Beach, CA Resident Survey)

Q22. If a water taxi existed that you could call to your private dock to take just you and your family or friends by water directly to a public or participating private dock somewhere else in the harbor, would you take a water taxi instead of driving a car?

<u>Q22. Take a water taxi instead of driving a car</u>	<u>Number</u>	<u>Percent</u>
1=Yes	304	41.8 %
2=No	419	57.6 %
9=Don't know	4	0.6 %
Total	727	100.0 %

Q22a. How much would you be willing to pay for a one-way trip on a water taxi?

<u>Q22a. How much to pay for one-way trip on water taxi</u>	<u>Number</u>	<u>Percent</u>
Less than \$1.00	6	2.3 %
\$1.00	17	6.5 %
\$1.50	5	1.9 %
\$2.00	31	11.8 %
\$2.50	5	1.9 %
\$3.00	25	9.5 %
\$3.50	1	0.4 %
\$4.00	5	1.9 %
\$5.00	94	35.9 %
\$6.00-\$9.00	7	2.7 %
\$10.00	46	17.6 %
\$15.00-\$20.00	14	5.3 %
\$21.00 or more	6	2.3 %
Total	262	100.0 %

Not provided = 42

Q22b. How often would you use the water taxi?

<u>Q22b. How often would you use water taxi</u>	<u>Number</u>	<u>Percent</u>
1=Almost daily	4	1.3 %
2=A few times per week	37	12.2 %
3=A few times per month	87	28.6 %
4=A few times per year	125	41.1 %
5=Seldom or never	40	13.2 %
9=Don't know	11	3.6 %
Total	304	100.0 %

Q23. If there was a water bus route for the general public that made a regular circuit of the entire harbor with stops at the public docks and participating private commercial docks, would you use the water bus to get around the harbor instead of driving your car?

Q23. Would you use water bus instead of driving

car	Number	Percent
1=Yes	328	45.1 %
2=No	399	54.9 %
Total	727	100.0 %

Q23a. How much would you be willing to pay for a one-way trip on a water bus?

Q23a. How much to pay for one-way trip on

water bus	Number	Percent
Less than \$1.00	6	2.0 %
\$1.00	39	13.3 %
\$1.25-\$1.75	9	3.1 %
\$2.00	77	26.3 %
\$2.50	6	2.0 %
\$3.00	41	14.0 %
\$3.50	1	0.3 %
\$4.00	8	2.7 %
\$5.00	74	25.3 %
\$6.00-\$9.00	4	1.4 %
\$10.00	23	7.8 %
\$11.00 or more	5	1.7 %
Total	293	100.0 %

Not provided = 35

Q23b. How often would you use the water bus?

Q23b. How often would you use water bus	Number	Percent
1=Almost daily	6	1.8 %
2=a few times per week	46	14.0 %
3=A few times per month	107	32.6 %
4=A few times per year	145	44.2 %
5=Seldom or never	21	6.4 %
9=Don't know	3	0.9 %
Total	328	100.0 %

Q24. The speed limit in the harbor is 5 miles per hour, so it would take 30 minutes to travel by water taxi or water bus from the Cannery Restaurant to Haborside Pavilion/Fun Zone. Knowing this, would you use a water taxi or water bus to travel from the Cannery Restaurant to the Haborside Pavilion/Fun Zone?

Q24. Use a water taxi or water bus from Cannery Restaurant to Harborside Pavilion/Fun Zone	Number	Percent
1=Yes	305	42.0 %
2=No	379	52.1 %
9=Don't know	43	5.9 %
Total	727	100.0 %

August 2010

Dear Newport Beach Resident:

Enclosed you will find a copy of the City of Newport Beach 2010 Citizen Satisfaction Survey. We hope you will take a few minutes during the next week to fill it out and send it back.

The City conducted its first community survey in late 2007 and has since used the data collected to set performance measurements and priorities to help ensure that you are getting public value from your tax dollars. It is time to repeat the survey to gauge any improvements and to continue to direct services and resources to the areas of most importance to our residents.

Your household is one of approximately 3,000 that we have randomly selected to participate in the survey. It takes a few minutes to complete it – but that time spent is both appreciated and important to the City Council and staff members like me.

Please return the survey in the enclosed, postage-paid envelope within the next week. Your responses will remain confidential. If you have any questions, please contact us at 949-644-3000.

Thank you in advance for helping us to align City services with the needs of our community.

Sincerely,

Dave Kiff
City Manager

2010 City of Newport Beach Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to the needs and concerns of residents. If you have questions, please call (949) 644-3000.



1. Major categories of services provided by the City of Newport Beach are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of police, fire and paramedic services	5	4	3	2	1	9
B. Quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C. Maintenance of City streets and Infrastructure	5	4	3	2	1	9
D. Quality of City's water supply	5	4	3	2	1	9
E. Enforcement of City codes and ordinances	5	4	3	2	1	9
F. Quality of customer service you receive from City employees	5	4	3	2	1	9
G. Effectiveness of City communication with the public	5	4	3	2	1	9
H. Management of traffic flow on City streets (this does not include freeways or other State highways)	5	4	3	2	1	9
I. Quality of the City's library system	5	4	3	2	1	9
J. Maintenance of the City's ocean and bay beaches	5	4	3	2	1	9
K. Quality and Transparency in Financial Reports prepared and published by the City	5	4	3	2	1	9

2. From Question 1 above which **THREE** of the major categories of City services do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above].

1st. _____ 2nd. _____ 3rd. _____

3. Items that may influence your perception of the City of Newport Beach are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of services provided by the City	5	4	3	2	1	9
B. Character and quality of your neighborhood	5	4	3	2	1	9
C. How well the City is planning growth	5	4	3	2	1	9
D. Quality of life in the City	5	4	3	2	1	9
E. Feeling of safety in the City	5	4	3	2	1	9

4. **Perceptions of Safety and Security.** Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. Walking in your neighborhood during the day	5	4	3	2	1	9
B. Walking in your neighborhood after dark	5	4	3	2	1	9
C. In City parks	5	4	3	2	1	9
D. On City beaches	5	4	3	2	1	9
E. In commercial and business areas after dark	5	4	3	2	1	9

5. **Public Safety Services.** Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	City efforts to prevent crimes	5	4	3	2	1	9
B.	Enforcement of local traffic laws	5	4	3	2	1	9
C.	How quickly police respond to emergencies	5	4	3	2	1	9
D.	Frequency that police officers patrol your neighborhood	5	4	3	2	1	9
E.	Quality of local fire protection services	5	4	3	2	1	9
F.	Fire prevention and education programs provided by the City	5	4	3	2	1	9
G.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9
H.	Quality of emergency medical paramedic services	5	4	3	2	1	9
I.	Quality of lifeguard services	5	4	3	2	1	9
J.	Enforcement of parking regulations	5	4	3	2	1	9

6. Which TWO of the public safety services listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 5 above].

1st. _____ 2nd. _____

7. **Facility and Recreation.** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Number of City parks	5	4	3	2	1	9
C.	Walking and biking trails in the City	5	4	3	2	1	9
D.	Availability of City recreation facilities	5	4	3	2	1	9
E.	Outdoor athletic facilities (e.g., tennis, soccer, baseball, and flag football)	5	4	3	2	1	9
F.	Availability of information about recreation programs	5	4	3	2	1	9
G.	Quality of programs for youth	5	4	3	2	1	9
H.	Quality of programs for adults	5	4	3	2	1	9
I.	Quality of programs for seniors	5	4	3	2	1	9

8. Which TWO of the facility and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 7 above].

1st. _____ 2nd. _____

9. Approximately how many times did you or other members of your household visit a park in the City of Newport Beach during the past year?

☐ (1) None
 ☐ (4) 11 to 20 times
☐ (2) 5 times or less
 ☐ (5) More than 20 times
☐ (3) 6 to 10 times
 ☐ (9) Don't know

10. Approximately how many times did you or other members of your household visit a beach in the City of Newport Beach during the past year?

- ☐ (1) None
 ☐ (4) 11 to 20 times
☐ (2) 5 times or less
 ☐ (5) More than 20 times
☐ (3) 6 to 10 times
 ☐ (9) Don't know

11. Approximately how many times did you or other members of your household visit a library in the City of Newport Beach during the past year?

- ☐ (1) None
 ☐ (4) 11 to 20 times
☐ (2) 5 times or less
 ☐ (5) More than 20 times
☐ (3) 6 to 10 times
 ☐ (9) Don't know

12. **City Utility and General Services.** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	5	4	3	2	1	9
B. Street sweeping services	5	4	3	2	1	9
C. Water service	5	4	3	2	1	9
D. Sewer/Wastewater services	5	4	3	2	1	9

13. **Code Enforcement:** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcement of the clean up of debris on private property	5	4	3	2	1	9
B. Enforcement of water quality regulations	5	4	3	2	1	9
C. Enforcement of the exterior maintenance of residential property	5	4	3	2	1	9
D. Enforcement of the exterior maintenance of commercial property	5	4	3	2	1	9
E. Enforcement of animal control regulations	5	4	3	2	1	9

14. Which **TWO** of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 13 above].

1st. _____ 2nd. _____

15. **Communication.** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. How well informed you are about City budget issues	5	4	3	2	1	9
B. The City's efforts to keep you informed about local issues	5	4	3	2	1	9
C. The quality of the City's cable channel (NBTV) programming	5	4	3	2	1	9
D. The quality of the City's website (www.newportbeachca.gov)	5	4	3	2	1	9
E. The information in the City Manager's Community newsletter	5	4	3	2	1	9

16. Which of the following do you use to get information about the City of Newport Beach? (check all that apply)
- | | |
|---|---|
| <input type="checkbox"/> (01) Utility bill | <input type="checkbox"/> (07) Social media / networking
(Facebook, Twitter, MySpace, etc). |
| <input type="checkbox"/> (02) Local newspapers | <input type="checkbox"/> (08) City Manager's monthly video update |
| <input type="checkbox"/> (03) City cable channel (NBTv) | <input type="checkbox"/> (09) City Manager's community newsletter |
| <input type="checkbox"/> (04) Regional newspaper | <input type="checkbox"/> (10) Other Internet sites |
| <input type="checkbox"/> (05) Online News Source | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (06) City website (www.newportbeachca.gov) | |

17. **Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Condition of major City streets	5	4	3	2	1	9
B. Condition of streets in YOUR neighborhood	5	4	3	2	1	9
C. Condition of street signs and traffic signals	5	4	3	2	1	9
D. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
E. Attractiveness of streetscapes and medians	5	4	3	2	1	9
F. Adequacy of City street lighting	5	4	3	2	1	9
G. Cleanliness of City streets and other public areas	5	4	3	2	1	9
H. Cleanliness of storm water drains in your neighborhood	5	4	3	2	1	9
I. Cleanliness of City beaches	5	4	3	2	1	9

18. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 17 above].

1st. _____ 2nd. _____

19. Have you contacted any department in the City of Newport Beach during the past year?

☐ (1) Yes [answer Questions 19a-f] ☐ (2) No [go to Question 20]

- 19a. [Only if "YES" to Question 19] Which City Department did you contact most recently?

- | | |
|--|--|
| <input type="checkbox"/> (01) Fire | <input type="checkbox"/> (08) Recreation and Senior Services |
| <input type="checkbox"/> (02) Planning | <input type="checkbox"/> (09) City Manager's Office/City Council |
| <input type="checkbox"/> (03) Building | <input type="checkbox"/> (10) General Services/Refuse/Street Maintenance |
| <input type="checkbox"/> (04) Police | <input type="checkbox"/> (11) Finance/Licensing/Billing |
| <input type="checkbox"/> (05) Water/Wastewater | <input type="checkbox"/> (12) City Clerk |
| <input type="checkbox"/> (06) Public Works | <input type="checkbox"/> (13) Other: _____ |
| <input type="checkbox"/> (07) Library Services | |

- 19b-f. [Only if "YES" to Question 19] Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you contacted in the Department you selected above (Q#19a) with regard to the following:

How Satisfied were you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
B. How easy they were to contact	5	4	3	2	1	9
C. The way you were treated	5	4	3	2	1	9
D. The accuracy of the information and the assistance you were given	5	4	3	2	1	9
E. How quickly City staff responded to your request	5	4	3	2	1	9
F. How well your issue was handled	5	4	3	2	1	9

20. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means “excellent” and 1 means “poor,” please rate the City of Newport Beach with regard to the following:

How would you rate the City of Newport Beach:	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place to retire	5	4	3	2	1	9
E. As a place to visit	5	4	3	2	1	9
F. As a place to play	5	4	3	2	1	9
G. As a City that is moving in the right direction	5	4	3	2	1	9
H. As a place that provides an efficient delivery of services	5	4	3	2	1	9

21. Contracting Out of Services. Using a scale of 1 to 5 where 5 means “strongly agree” and 1 means “strongly disagree,” please rate the following:

Assuming no difference in the level of service and if there are significant cost savings, how would you feel about non-City employees providing:	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Neutral</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A. Public Safety	5	4	3	2	1	9
B. Residential trash collection	5	4	3	2	1	9
C. Beach maintenance	5	4	3	2	1	9
D. Water and wastewater services	5	4	3	2	1	9

WATER TAXI AND BUS QUESTIONS

The City of Newport could develop a water taxi or water bus service for the City’s harbor and public docks. Both are passenger boats that would transport customers to various locations in the harbor. The water bus service would travel a designated route and have at least four boats traveling in opposite directions so the wait for passengers at any given stop would not be longer than 10-20 minutes. Water taxis would offer more customized service and could be called to take a passenger directly to a public or participating private dock. Knowing this, please answer the following questions.

22. Water Taxi. If a water taxi existed that you could call to your private dock to take just you and your family or friends by water directly to a public or participating private dock somewhere else in the harbor would you take a water taxi instead of driving a car?

____(1) Yes – answer 22a & 22b ____ (2) No - go to 23

22a. How much would you be willing to pay for a one-way trip on a water taxi? \$_____ per trip

22b. How often would you use the water taxi?

____(1) Almost daily ____ (4) A few times per year
 ____ (2) A few times per week ____ (5) Seldom or never
 ____ (3) A few times per month

23. Water Bus. If there was a water bus route for the general public that made a regular circuit of the entire harbor with stops at the public docks and participating private commercial docks would you use the water bus to get around the harbor instead of driving your car?

____(1) Yes – answer 23a & 23b ____ (2) No - go to 24

23a. How much would you be willing to pay for a one-way trip on a water bus? \$_____ per trip

23b. How often would you use the water bus?

____(1) Almost daily ____ (4) A few times per year
 ____ (2) A few times per week ____ (5) Seldom or never
 ____ (3) A few times per month

24. The speed limit in the harbor is 5 miles per hour, so it would take 30 minutes to travel by water taxi or water bus from the Cannery Restaurant to Haborside Pavilion/Fun Zone. Knowing this, would you use a water taxi or water bus to travel from the Cannery Restaurant to the Haborside Pavilion/Fun Zone?
- ____(1) Yes
____(2) No

DEMOGRAPHICS

25. Approximately how many years have you lived in the City of Newport Beach?

____(1) Less than 5 years ____ (3) 11-20 years
____(2) 5-10 years ____ (4) More than 20 years

26. Are you a year-round (10 months or more) or seasonal resident?

____(1) Year-round
____(2) Seasonal

27. What is your age?

____(1) Under 25 years ____ (4) 45-54 years ____ (6) 65-74 years
____(2) 25-34 years ____ (5) 55-64 years ____ (7) 75+ years
____(3) 35-44 years

28. What is your gender?

____(1) Male
____(2) Female

29. Do you own or rent your current residence?

____(1) Own
____(2) Rent

30. Which of the following best describes your race/ethnicity? (check all that apply)

____(1) Asian ____ (5) Black/African American
____(2) White ____ (6) Hispanic/Latino/Spanish
____(3) American Indian/Eskimo ____ (7) Other: _____
____(4) Pacific Islander

31. Would you say your total annual household income is:

____(1) Under \$50,000
____(2) \$50,000 to \$99,999
____(3) \$100,000 to \$199,999
____(4) \$200,000 to \$299,999
____(5) \$300,000 or more

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

If you have additional comments, please write them on the last page of this survey

If you have additional comments, please write them in the space below.

Your responses will remain completely confidential.
The information printed on your address sticker will ONLY be used
to help identify the level of satisfaction with City services in your area.
If your address is not correct, please provide the correct information.